

Community Care, Inc (Milwaukee County Disabilities Service Division)
Statement of Interest – Statewide Long-Term Care Reform
Wisconsin Department of Health and Family Services

Organization Name: Community Care, Inc. in discussions with Milwaukee County Disability Services and potentially iCare.

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Brief Description of Organization:

Community Care, Inc is a non-profit 501-c-3 corporation that operates PACE and Partnership Programs in Milwaukee County for frail elders and a Partnership program in Racine County for frail elders. The mission of Community Care is to develop and demonstrate innovative, flexible, community-based approaches to care for at-risk populations, with an emphasis on those with low-incomes. It does this in order to optimize the quality of life for the populations served and optimize the allocation of community resources. Community Care has been in operation since 1977 and became a licensed HMO (CCHP) in July 2005. Community Care, Inc. has also operated case management programs in Milwaukee, Manitowoc and Kenosha counties for many years as subcontractors for COP, CIP and Family Care. The original program that launched Community Care remains funded currently serving 6 of the original 789 individuals. This program was one of the three demonstrations in Wisconsin of what we now know as the COP and COP Waiver program. Community Care, Inc. also receives over \$100,000 annually from the United Way of Greater Milwaukee to manage a brokered case management system. Currently, this program provides services to the physically disabled population in Milwaukee County.

A volunteer Board of Directors oversees the agency and has at least four consumer/family/caregiver members. The PACE and Partnership program has a Consumer Advisory Committee. The chairperson of the Consumer Advisory Committee is a member of the Board of Directors. Each PACE/Partnership site has a Participant Council to assure active involvement in the operations of the PACE and Partnership Programs and to assure consumer/participant input.

As a culturally competent agency, Community Care plans to continue to operate programs for the purposes of implementing flexible, individualized, consumer centered and family focused, capitated managed care programs for Wisconsin residents receiving Medicaid benefits for primary, acute and long-term care. Community Care has a 15 year foundation of managed care experience, an HMO license (Community Care Health Plan) and an approved special needs program designation.

Community Care, Inc., would explore the development of a culturally competent enterprise as a care management region for the purposes of implementing

flexible, individualized, consumer centered and family focused, capitated managed care programs for Milwaukee County residents receiving Medicaid benefits for primary, acute and long-term care. A regional care management organization could have access to the 15 years of managed care experience, the HMO license of CCHP and an approved special needs program designation.

Community Care would further discussions with Milwaukee County Disability Service Division and possibly iCare as a part of the planning.

Interest in Planning and Implementing Long-Term Care Reform in Wisconsin:

Community Care, Inc., intends to find ways to assist in reforming long-term care. The goal is to meet the requirements of the State of Wisconsin while retaining maximum flexibility for counties to influence and participate in long-term care and provide choice to consumers.

Community Care, Inc. (CCHP) is interested in and has offered to bear the risk for primary, acute and long-term care Medicare and Medicaid services provided through PACE, Partnership and/or Family Care for adults between the ages of 18 and 60 with physical and developmental disabilities.

Inclusion of services for the chronically mentally ill would be explored as a part of the planning process.

Community Care would further discussions with Milwaukee County Disability Service and possibly iCare together as a part of the planning.

Geographic Area of Interest includes Milwaukee County.

Proposed Scope and Nature of the Program.

Community Care, Inc., would explore the creation of a CMO in Milwaukee County for residents who are over the age of 18 and under the age of 60 and who meet financial and functional eligibility requirements for Family Care, Partnership and SSI managed care.

Community Care, Inc., would support the creation of reliable and easy to access resource centers in order to provide information and assistance, options counseling, level of care assessment, referral to economic support and enrollment consultation services into the managed care program selected by an eligible individual.

Community Care, Inc. would work with Milwaukee County Disability Service Division to design a system where economic support would make eligibility determination and redetermination and process enrollments for all individuals who apply for Family Care and Partnership.

Other Social Services, Human Services and Public Assistance agencies operated by Milwaukee County would continue to be operated in accordance with chapters 46 to 55 Wisconsin Statutes.

Planning would explore how the existing Community Options Program (COP) and Community Integration Program (CIP) could then be replaced by more comprehensive managed care models through a care management organization such as Family Care and Partnership both of which already include all current fee-for-service benefits, including nursing home care. Existing COP/CIP recipients could be transferred into the new model. It is assumed that nursing home care and other long-term care benefits could eventually be subsumed into the Family Care and Partnership models.

It is also assumed that by the end of 2010, waiting lists in Milwaukee County would be eliminated as entitlement programs currently known as Family Care and Partnership could be implemented and be available in Milwaukee County for adults with physical and developmental disabilities. Some of the entitlement would be a result of managed care beginning to redirect service dollars to reduce waiting lists. It is also assumed that the state would find ways to fund total entitlement within four years of implementation.

It is assumed that through the Family Care, Partnership and SSI managed care models more preventive care and disease management would be applied. Writing other grants for funding for other demonstrations and projects could be an on-going function by participating agencies.

Community Care, Inc., would need to determine how the following Care Management Organization functions could be managed and coordinated:

- Managing all shared financial risk including claims management
- Hiring, employing or contracting for executive and operations management and infrastructure staff
- Selecting and managing all employed and subcontracted interdisciplinary teams
- Submitting all encounter data required
- Preparing all marketing materials
- Developing and maintaining a complete provider network
- Coordinating prevention and wellness resources and programs
- Developing and coordinating all behavioral health and AODA services
- Managing the cash reserve and risk reserve required by DHFS and OCI
- Managing all cost shares and coordination of benefits
- Creating systems for self-directed support
- Holding the Health and Community Services Contracts with the State of Wisconsin Department of Health and Family Services and assuring compliance to the contracts
- Coordinating a local CMO Advisory Committee
- Coordinating a local Consumer Advisory Committee

- Monitoring quality, consumer/member rights and advocacy, grievance and appeal resolution and ethics reviews through local steering committees, long-term care councils, county boards and/or other local bodies.
- Further exploring and developing housing options for enrollees who need such assistance
- Managing ESS functions to assure financial eligibility
- Using existing information systems for member record keeping and to produce needed encounter data
- Managing statutory adult protective services
- Completing all functional screen determinations and redeterminations as required by the state
- Coordinating prevention and wellness resources and programs
- Providing behavioral health and AODA services
- Providing interdisciplinary team functions for elderly, physically disabled and developmentally disabled through Family Care or SSI managed care.

It is assumed that Community Care, Inc. has the expertise to provide the care management for adults with physical and developmental disabilities. Community Care, Inc. would further explore assuming the risk for adults with developmental disabilities through discussion with other organizations including Milwaukee County, Lutheran Social Services and Community Care In Action.

SSI managed care expansion would be further explored as a part of the planning process with agencies such as iCare, as Community Care, Inc. is not planning on implementing its own SSI managed care program.

Community Care, Inc. would plan a system to provide the most integrated and seamless array of services in Milwaukee County that makes the most sense for consumers and creates the easiest contracting relationship for a regional care management organization for the Department of Health and Family Services.

Community Care, Inc., would use a planning process to develop a continuum of care model where consumers would be able to choose a model of care that best meets their needs and where federal and state payers would reimburse a care management organization based on actuarially sound rates for the appropriate level and intensity of care provided through SSI managed care, Family Care or Partnership.

Other Comments or information

Through programs like PACE/Partnership, Family Care and SSI managed care models, it is anticipated that the following DHFS principles would be applied:

- resources and funding follow the person
- providers have a shared responsibility with the consumer for positive clinical, social and personal consumer outcomes
- services are managed to provide continuity and quality care and a quality of life

- families and informal supports are supported in their caregiving roles
- a culturally competent array of services are available and support choices
- self determination concepts are developed and applied
- as long as possible, individuals are supported to live in their community
- services are provided in a timely fashion and in a variety of settings
- preventive efforts are planned and supported
- consumers participate in governance

Community Care would further discussions with Milwaukee County Disability Service Division and possibly iCare as a part of the planning.

A letter of support from Milwaukee County is attached.